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# FOOD/BEVERAGE AND ACCOMMODATION



CANADIANA

JUN - 4 1991

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ALBERTA  
TOURISM  
EDUCATION  
COUNCIL

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## Guest Services Attendant

### CERTIFICATION STANDARDS

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TOURISM  
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COUNCIL

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The council works in  
cooperation with:

Alberta Chamber of  
Commerce

Alberta Culinary Arts  
Foundation

Alberta Hotel Association

Alberta Restaurant and  
Foodservices Association

Motel Association of Alberta

Tourism Industry Association  
of Alberta

Alberta Tourism

Alberta Career Development  
and Employment

Alberta Advanced Education

Council of Presidents  
(Colleges and Technical  
Institutes)

Alberta Vocational Centres

Universities Coordinating  
Council

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## ▼ INTRODUCTION

The tourism industry in Alberta presently creates an estimated 100,000 full-time, part-time and seasonal jobs. By the year 2000, tourism has the potential to provide 220,000 jobs for Albertans. This tremendous potential for growth represents both an opportunity and a challenge.

The Alberta Tourism Education Council is responding to that challenge. The mandate of the Council is to stimulate and integrate the resources of industry, government and education to meet the present and future education and training needs of Alberta's tourism industry. One of the important initiatives undertaken by the Council is the development of standards for occupations within the industry. Standards now exist for various positions in the food/beverage/accommodation and adventure tourism/recreation sectors. In addition, several sets of standards exist which are applicable to all sectors of the tourism/hospitality industry. Development of standards is ongoing, leading to a range of standards for key occupations in all sectors.

Another primary initiative of the Council is the development of a province-wide process for certification. This is a major advance for Alberta's tourism industry and is designed to provide individuals currently working in the industry with an opportunity to apply their knowledge and skills and receive an industry-recognized certificate from the Alberta Tourism Education Council.

Certification enables employees to further career-development goals and allows employers to hire staff that are trained to a measurable level. This in turn enhances the image of the industry and attracts energetic and talented individuals to the many exciting and rewarding career opportunities in the industry.

If you would like more information on how you can benefit from these certification standards, please call or write:

Alberta Tourism Education Council  
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# ▼ STANDARDS OVERVIEW

## WHAT ARE STANDARDS?

Standards are statements outlining what an individual must know and the skills and attitudes required of that individual to be considered competent in an occupation.

## WHY DEFINE STANDARDS?

People working within the tourism industry have been labelled as unskilled workers. This stereotype is far from the truth. Central to the mandate of the Alberta Tourism Education Council is the enhancement of the image of hospitality within both the industry and the general public. Defining standards is one way to help increase awareness of the skills required of those working within this industry.

## HOW ARE STANDARDS DEVELOPED?

These standards were developed from information provided by two industry committees. The Industry Validation Committee (IVC), consisting of individuals working within this occupation, provided the information from which a complete description of necessary skills was generated. The standards were written, and feedback was then provided by the Standards Industry Advisory Committee (SIAC), which is also made up of individuals working in this occupation. The IVC then met to validate the standards, considering the feedback from SIAC as well as their own suggestions.

A minimum of 40 professionals from the occupation are directly involved in developing each set of standards.

## WHO BENEFITS FROM STANDARDS?

Eventually, all Albertans will benefit from the monitoring of performance in relation to industry standards. As standards gain recognition, industry professionals will maintain or increase personal skills, resulting in direct benefits to local and visiting consumers.

Specific groups who can benefit from standards are:

### Service Professionals

- standards help identify career paths
- standards enhance the public image of service professionals
- standards provide a basis for challenge, self-improvement and advancement
- standards provide the basis for certification, based upon competent performance

### Employers and Owners

- standards define areas where employees must be proficient, which assists in recruiting, training and development of staff
- standards provide employers and owners with a highly trained work force, which can increase productivity and decrease costs incurred by high staff turnover translating into an improved bottom line



### Educators

- standards provide the basis for curriculum and program development
- standards identify areas of industry where educational expertise is needed and applicable

### Students

- standards help to promote the tourism industry as a viable and fulfilling career choice
- standards allow visualization of career options within the tourism industry

### HOW ARE STANDARDS READ?

**Major Categories** are located in the outer margins. These indicate the general skill area within the occupation.

**Skills** are located in the left-hand column. These indicate abilities service professionals must demonstrate to fulfill the requirements of the position properly.

**Standards** are located in the right-hand column. These specify what a service professional must do and provide the knowledge necessary to accomplish the task. The centre column identifies the standard as either:

- **K (knowledge task)** - what a service professional must know to be considered competent in a skill, or
- **P (performance task)** - what a service professional must demonstrate to be considered competent in a skill, based on the requirements as stated in the knowledge standard.

### HOW DO STANDARDS RELATE TO THE CERTIFICATION PROCESS?

Standards are used as the basis for the implementation of a three-step province-wide certification process for industry personnel. The initial step is a multiple choice examination which, when successfully completed, is followed by a performance evaluation completed by a supervisor in the work place. The third step is a performance evaluation conducted by a certified, trained Alberta Tourism Education Council evaluator.

### WHAT DOES 'HOUSE POLICY' MEAN IN STANDARDS?

The Alberta Tourism Education Council recognizes that an establishment may have internal policies that affect the way in which a skill is performed. Therefore, some standards have 'with consideration of house policy' added to the performance portion of the standard for certification purposes.

The knowledge portion of these standards contains the typical generic policy with which the employee should be familiar in order to challenge the written examination. By learning or demonstrating an accepted generic standard, the certified professional gains the advantage of greater job mobility, as well as an appreciation of other ways of accomplishing tasks.

House policy does not replace the generic standard; rather, it allows the Alberta Tourism Education Council evaluator to determine if performance is to the standard or follows a particular house policy. The evaluator will not fail candidates for following policies of their establishments.



### ▼ **ACKNOWLEDGEMENTS**

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Alberta Advanced Education

Alberta Hotel Association

Alberta Restaurant and Foodservices Association

Alberta Tourism

Alberta Vocational Centres

We apologize if we have overlooked any contributors to this project. Please let us know if you are aware of any omissions.

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## GUEST SERVICES ATTENDANT

### F. BAGGAGE HANDLING

40

1. Use Baggage Cart
2. Handle Baggage On Arrival and Departure
3. Accommodate Requests For Room Changes
4. Handle Baggage Problems

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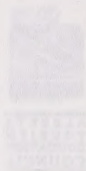
1. Identify Fire Procedures
2. Follow Safety Guidelines
3. Co-operate With Security Department





# GUEST SERVICES ATTENDANT STANDARDS

3



F. BAGGAGE HANDLING

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G. EMERGENCY AND SECURITY PROCEDURES 41

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When reference is made to legislation, the reader is expressly advised to consult the original legislation, and to obtain further advice as required.





**SKILL 1:  
EXHIBIT ATTRIBUTES  
OF POSITIVE ATTITUDE**

1.1 describe positive attitude

**K** describe positive attitude:  
  
the expectation of a positive experience when approaching a task, person or situation

1.2 describe impact of positive attitude

**K** describe impact of positive attitude:

- a) makes one feel:
  - good about self and others
  - energetic
  - enthusiastic
  - part of team
  - useful
  - important
- b) allows one to:
  - be open to new ideas
  - appear approachable
  - be more charismatic
  - communicate more effectively
  - experience greater job satisfaction
  - make most of situations
  - deal more effectively with stress
  - maintain focus
  - keep well-informed
- c) affects business by:
  - creating positive experience for guests and staff
  - encouraging new and repeat business, e.g. through positive word-of-mouth advertising
  - increasing productivity and revenue
  - increasing prestige
  - encouraging guests to stay longer

---

**A.  
ATTITUDE**

# GUEST SERVICES ATTENDANT



## SKILL 1: EXHIBIT ATTRIBUTES OF POSITIVE ATTITUDE

1.3 describe impact of  
negative attitude

K describe impact of negative attitude:

- a) makes one feel:
  - negative about self and others
  - tired
  - depressed
  - powerless
  - pessimistic
  - unimportant
- b) causes one to:
  - be closed to new ideas
  - appear unapproachable
  - be less charismatic
  - communicate less effectively
  - experience less job satisfaction
  - avoid new experiences
  - deal less effectively with stress
- c) affects business by:
  - creating negative experience for guests and staff
  - discouraging new and repeat business, e.g. through negative word-of-mouth advertising
  - decreasing productivity and revenue
  - decreasing prestige
  - decreasing length of guest's stay

## A. ATTITUDE

1.4 exhibit attributes  
associated with positive  
attitude

K outline attributes associated with positive  
attitude:

- be:
- a) open-minded, e.g. accept direction, provide feedback, accept differences
  - b) caring and considerate, e.g. empathize, be a good listener



## SKILL 1: EXHIBIT ATTRIBUTES OF POSITIVE ATTITUDE



1.4 cont'd

- c) enthusiastic, e.g. be innovative, put forth ideas, take initiative, be willing to help
- d) adaptable, e.g. accept change, be flexible
- e) confident, e.g. be yourself, feel sure of appearance and abilities
- f) friendly, e.g. maintain pleasant, cheerful disposition, interact with guests, leave personal problems at home

**P** exhibit attributes associated with positive attitude as outlined above

---

A.  
ATTITUDE

# GUEST SERVICES ATTENDANT



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## SKILL 2: EXHIBIT ATTRIBUTES OF PROFESSIONAL ATTITUDE

2.1 exhibit attributes of professional attitude

**K** outline attributes of professional attitude:  
be:

- a) knowledgeable of industry
- b) willing to learn and take direction
- c) resourceful, e.g. help others, use available resources
- d) tactful in dealings with people, e.g. use discretion, maintain confidences
- e) efficient
- f) competent
- g) cool-headed, e.g. be patient, keep composure
- h) courteous, e.g. open doors, offer to carry luggage, follow protocol

**P** exhibit attributes of professional attitude as outlined above

2.2 outline Human Rights Commission definition of sexual harassment

**K** outline Human Rights Commission definition of sexual harassment:

Discrimination on the basis of sex, including sexual harassment, is prohibited in the areas of employment, tenancy, public services and accommodation. The Commission defines sexual harassment as follows:

"... unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, tenancy, or the receipt of service
- submission to or rejection of such conduct by an individual demonstrably affects that individual's employment, tenancy, or receipt of service."

A.  
ATTITUDE



**SKILL 3:  
PROMOTE PROVINCE**



- |     |  |   |  |
|-----|--|---|--|
| 3.1 | fulfil roles in tourism and in promotion of province | K | describe roles in tourism and in promotion of province:<br><br>a) be an ambassador for Alberta<br>b) realize any person is potential visitor<br>c) realize reactions to and interactions with visitors can have direct effects on tourists' impressions of Alberta<br>d) appreciate why people visit Alberta |
|     |  | P | fulfil roles in tourism and in promotion of province   |
| 3.2 | outline benefits of tourism                          | K | outline benefits of tourism:<br><br>a) provides employment for residents of Alberta<br>b) provides educational and multicultural experiences<br>c) promotes goodwill amongst people<br>d) generates revenue  |

---

A.  
ATTITUDE

# GUEST SERVICES ATTENDANT



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## SKILL 1: USE COMMUNICATION SKILLS

1.1 use listening skills

**K** outline how to use listening skills:

- a) display interest and enthusiasm, e.g. maintain eye contact, smile, nod
- b) paraphrase to confirm understanding
- c) recognize that nonverbal communication is an indicator of emotional state:
  - exhibit calm, reassuring approach even when angry
- d) be open-minded
- e) provide feedback, offer reaction or solution and express interest
- f) ask questions to clarify information

**P** use listening skills as outlined above

1.2 outline components of non-verbal communication

**K** outline components of non-verbal communication:

- that which is perceived in another person's appearance and behaviour, for example, by:
- a) eye-contact
  - b) handshake
  - c) dress
  - d) grooming
  - e) body language, e.g. pace, posture, gestures
  - f) tone of voice, e.g. urgency
  - g) facial expression
  - h) distance or comfort zone

1.3 define 'open' and 'closed' questions

**K** define 'open' and 'closed' questions:

- a) open questions invite respondents to identify own alternatives, words or length of answer, e.g. 'How do you feel about the situation?'

## B. COMMUNICATION





**SKILL 1:  
USE COMMUNICATION  
SKILLS**

1.3 cont'd

- b) closed questions limit respondents to 'yes' or 'no' responses, e.g. 'Are you happy about the situation?'

1.4 use telephone etiquette

- K** outline telephone etiquette:
  - a) identify self and establishment
  - b) use natural voice and speak distinctly
  - c) use other party's name, if possible
  - d) be prepared to take notes, record names, dates, times, telephone numbers and special requests
  - e) verify information as recorded to ensure accuracy
  - f) be courteous; wait for response from other party
  - g) transfer calls, put call on hold, as needed
  - h) thank other party
  - i) answer telephone promptly
- P** use telephone etiquette as outlined above

---

B.  
COMMUNICATION

# GUEST SERVICES ATTENDANT



## SKILL 2: COMMUNICATE WITH GUESTS

2.1 use guidelines for  
communication with  
guests

**K** outline guidelines for communication with  
guests:

- a) ensure verbal and non-verbal  
messages are congruent
- b) adjust to style of guest, e.g. values,  
beliefs, biases
- c) introduce self
- d) develop effective message:
  - consider purpose of message:
    - goal or impact
    - priority of statements
    - length and clarity of message
  - develop details
  - summarize points
- e) ask for feedback
- f) use informative simple language and  
avoid slang or industry terminology

**P** use guidelines for communication with  
guests as outlined above

2.2 provide guest services

**K** outline how to provide guest services:

- a) 'under promise and over deliver'  
guest services:
  - do not promise more than can be  
delivered
  - provide more than expected  
whenever possible
- b) ask for further information, if  
necessary, to clarify guest request
- c) exhibit attributes of positive attitude
- d) be honest about what can be done
- e) assure guest that everything possible  
will be done to meet request
- f) address request to best of ability
- g) suggest alternatives if request cannot  
be met

**P** provide guest services as outlined above

## B. COMMUNICATION



## SKILL 2: COMMUNICATE WITH GUESTS



2.3 handle guest requests

- K** outline how to handle guest requests:
- a) identify needs of guest, e.g. ask for details about services required
  - b) determine if request can be filled
  - c) respond to needs, for example:
    - make bookings on guest's behalf, e.g. for tours, dinner or show tickets
    - arrange for rental car, limousine or taxi service
    - arrange secretarial services, e.g. photocopying, typing
    - give directions, pick up gifts, wrap packages
    - arrange for babysitting or pet care
  - d) refer guest to alternate source if request cannot be fulfilled
  - e) follow up with guest to be sure needs were met

**P** handle guest requests as outlined above

2.4 make referrals for services outside department

- K** outline how to make referrals for services outside department:
- a) determine type of service needed
  - b) determine time limits or deadlines
  - c) give guest information about particular service, e.g. contact name, extent of services
  - d) contact service on behalf of guest if guest wishes
  - e) follow up; find out if guest was satisfied

**P** make referrals for services outside department as outlined above

---

B.  
COMMUNICATION

## GUEST SERVICES ATTENDANT



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### SKILL 3: ASSIST OTHER DEPARTMENTS

3.1 assist front desk

**K** outline how to assist front desk:

- a) receive instructions to, for example:
  - pick up or deliver flowers, messages or packages
  - check status of rooms
- b) perform task as instructed
- c) verify completion of task

**P** assist front desk as outlined above

3.2 assist other departments

**K** outline how to assist other departments:

- a) receive instructions from other departments, for example:
  - make or program wake-up calls
  - deliver items, e.g. messages, hair dryers, ironing boards
  - assist room service
  - collect mail
- b) carry out request
- c) notify department of completion of task

**P** assist other departments as outlined above

---

B.  
COMMUNICATION



**SKILL 4:  
USE INTER-  
DEPARTMENTAL  
COMMUNICATION**



4.1 use pager or two-way radio

**K** outline how to use pager or two-way radio:

- a) follow manufacturer's instructions for operation of pager or two-way radio
- b) use pager or two-way radio to communicate to other departments, when:
  - one person is on shift, e.g. graveyard shift
  - away from post
  - short staffed
  - on errands

**P** use pager or two-way radio as outlined above

4.2 know in-house telephone numbers

**K** know in-house telephone numbers, for example:

- a) housekeeping
- b) security
- c) food and beverage outlets
- d) front desk
- e) personnel
- f) maintenance
- g) purchasing department
- h) executive offices

---

**B.  
COMMUNICATION**



### SKILL 5: MAINTAIN WORKING RELATIONSHIPS WITH OUTSIDE SERVICES

5.1 use guidelines for  
maintaining working  
relationships with  
outside services

**K** outline guidelines for maintaining working  
relationships with outside services:

- a) be willing to exchange services
- b) be tactful and discrete, e.g. do not  
gossip
- c) respect confidences
- d) tolerate different styles of operating

**P** use guidelines for maintaining working  
relationships with outside services as  
outlined above

---

### B. COMMUNICATION



## SKILL 1: INTERACT WITH GUESTS



1.1 outline *Individual's Rights Protection Act* regarding discrimination

**K** outline *Individual's Rights Protection Act* regarding discrimination:

3. No person, directly or indirectly, alone or with another, by himself or by the interposition of another, shall

(a) deny to any person or class of persons any accommodation, services or facilities customarily available to the public, or

(b) discriminate against any person or class of persons with respect to any accommodation, services or facilities customarily available to the public,

because of the race, religious beliefs, colour, sex, physical disability, ancestry or place of origin of that person or class of persons or of any other person or class of persons.

(RSA 1980 cl-2 s3; 1985 c33 s2)

1.2 handle arrival of guests

**K** outline how to handle arrival of guests:

a) smile

b) make eye contact

c) approach guest in relaxed manner

d) greet guest:

- address by name if possible
- show recognition if appropriate

e) open door if door attendant is not present

f) direct guest to reception desk

g) if guest is VIP, notify front desk of identity of guests and frequency of visits

h) after check-in:

- ask front desk agent for guest's name if necessary
- address guest by name; ask front desk agent if necessary
- offer to carry luggage to room
- give directions to room
- accompany with luggage or deliver as soon as possible

---

C.  
GUEST  
INTERACTION

## GUEST SERVICES ATTENDANT



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### SKILL 1: INTERACT WITH GUESTS

- |     |   |   |   |
|-----|---|---|---|
| 1.2 | cont'd                                    | P | handle arrival of guests as outlined above  |
| 1.3 | prepare for arrival of groups             | K | <p>outline how to prepare for arrival of groups:</p> <ul style="list-style-type: none"> <li>a) obtain group rooming lists from front desk</li> <li>b) arrange group rooming lists by arrival times</li> <li>c) organize supplies prior to arrival times, e.g. baggage carts</li> <li>d) notify doorperson</li> <li>e) keep driveway clear prior to arrivals</li> </ul> <p>P prepare for arrival of groups as outlined above</p>   |
| 1.4 | handle arrival of groups                  | K | <p>outline how to handle arrival of groups:</p> <ul style="list-style-type: none"> <li>a) greet groups</li> <li>b) unload baggage</li> <li>c) arrange parking for buses</li> <li>d) count baggage in and record</li> <li>e) mark baggage tags with room number</li> <li>f) arrange baggage according to floor and room sequence</li> <li>g) deliver baggage to rooms</li> </ul> <p>P handle arrival of groups as outlined above, with consideration of house policy</p> |
| 1.5 | follow guidelines to sell hotel to guests | K | <p>outline guidelines to sell hotel to guests:</p> <ul style="list-style-type: none"> <li>a) recommend facilities and services to guests when: <ul style="list-style-type: none"> <li>• escorting to room</li> <li>• showing room</li> </ul> </li> </ul>  |

### C. GUEST INTERACTION



## SKILL 1: INTERACT WITH GUESTS



1.5 cont'd

- b) supply details about facilities and services, if guests show interest
- c) upsell rooms if guests indicate need, e.g. separate room for child
- d) refer to or offer to contact front desk to confirm availability of room

**P** follow guidelines to sell hotel to guests as outlined above

1.6 ensure guests are comfortable

**K** outline how to ensure guests are comfortable:

- a) demonstrate use of room key
- b) after opening door, turn on room lights and allow guests to walk in first
- c) ask where baggage should be placed and place accordingly
- d) point out room features:
  - television
  - video check out
  - pay TV
  - air conditioner
  - thermostat
  - closet
  - view
  - mini bar
  - balcony
- e) demonstrate operation of:
  - lights
  - balcony doors
  - air conditioner
  - thermostat
  - mini bar

---

C.  
GUEST  
INTERACTION

## GUEST SERVICES ATTENDANT



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### SKILL 1: INTERACT WITH GUESTS

1.6 cont'd

- f) offer extra services and amenities, for example:
  - safety deposit box
  - laundry services
  - irons, hair dryers, ice
  - mini bar service, if access not provided
- g) be prepared to answer questions regarding emergency procedures, e.g. know where closest fire exits are
- h) before leaving:
  - ask if room is to guest's satisfaction
  - offer directions to pop and ice machines
  - give phone number to guest service attendants' desk for additional information or help
  - mention check out time
  - wish guests a comfortable stay

**P** ensure guests are comfortable as outlined above

1.7 assist guests with departure

**K** outline how to assist guests with departure:

- a) before picking up bags, determine:
  - if airport shuttle or valet service is required, and if so, inform appropriate personnel
  - number of bags to be brought down
- b) pick up baggage from guests' room:
  - knock before entering
  - offer to store baggage if guest not departing immediately
  - ask about stay; follow up on complaints or compliments

C.  
GUEST  
INTERACTION

## SKILL 1: INTERACT WITH GUESTS



1.7 cont'd

- c) assist guests to car, if needed:
  - ask valet to bring guests' car
  - load baggage into car
  - open and close car doors for guests
- d) thank guests:
  - ask if guests require further service, e.g. reservations
  - follow up

**P** assist guests with departure as outlined above

1.8 assist with departure of groups

- K** outline how to assist with departure of groups:
- a) organize group rooming lists by departure times
  - b) arrange group rooming list by floor for baggage pick-up
  - c) collect baggage from rooms and record number of bags
  - d) transfer information to original group rooming list
  - e) count baggage out
  - f) inform group leader of baggage count
  - g) deliver to bus

**P** assist with departure of groups as outlined above, with consideration of house policy

C.  
GUEST  
INTERACTION



## GUEST SERVICES ATTENDANT



### SKILL 2: ASSIST GUESTS WITH SPECIAL NEEDS

2.1 identify hotel resources  
for assisting guests  
with special needs

K identify hotel resources for assisting  
guests with special needs:

- a) personnel able to:
  - translate languages
  - offer medical assistance,  
e.g. CPR, first aid
- b) medical aids:
  - wheelchairs
  - walkers
  - crutches
  - oxygen
  - first-aid kit
- c) special facilities:
  - hand rails
  - specially equipped guest rooms  
and public washrooms
  - lowered telephones and drinking  
fountains
  - ramps

2.2 assist guests with  
special needs

K outline how to assist guests with special  
needs:

- a) identify guest's needs
- b) inform appropriate departments of  
guest's needs
- c) offer assistance:
  - do not be over protective
  - communicate directly to guest  
whenever possible
  - if guest is blind:
    - offer arm to assist when  
walking
    - inform guest when leaving

---

C.  
GUEST  
INTERACTION

## SKILL 2: ASSIST GUESTS WITH SPECIAL NEEDS



2.2 cont'd

- if guest is hearing impaired:
  - use basic gestures, e.g. point
  - use paper and pen to communicate
  - speak slowly and clearly
- if guest is using wheelchair, offer aid only if necessary
- direct guest on how to get around hotel with ease

**P** assist guests with special needs as outlined above

---

C.  
GUEST  
INTERACTION



ALBERTA  
TOURISM  
EDUCATION  
COUNCIL

## SKILL 3: PROMOTE HOTEL TO POTENTIAL GUEST

3.1 promote hotel to  
potential guests

K outline how to promote hotel to potential  
guests:

- a) identify needs, e.g. determine what type of room guests would like to view
- b) obtain room number(s) and key(s) from front desk
- c) make polite conversation if guest is receptive
- d) mention hotel features on way to room, for example:
  - services and amenities
  - packages and promotions
- e) point out features of room; do not leave guests alone or out of sight
- f) show additional rooms if necessary after contacting front desk to confirm availability
- g) escort guests back to main lobby
- h) provide hotel literature
- i) refer to front desk for further information and booking
- j) thank guests

P promote hotel to potential guests as outlined above

C.  
GUEST  
INTERACTION



**SKILL 4:  
HANDLE HOTEL  
ERRORS AND GUEST  
COMPLAINTS**



- |     |                         |  |
|-----|-------------------------|--|
| 4.1 | handle hotel errors     | <p><b>K</b> outline how to handle hotel errors:</p> <ul style="list-style-type: none"> <li>a) apologize immediately to guests involved and notify front desk of need to address situation</li> <li>b) do not blame guests or other departments</li> <li>c) inform guests of how situation may be avoided in future, if applicable, e.g. use of 'do not disturb' sign to prevent cleaning staff from entering room</li> <li>d) offer possible compensation if applicable and follow up immediately</li> </ul> <p><b>P</b> handle hotel errors as outlined above</p> |
| 4.2 | handle guest complaints | <p><b>K</b> outline how to handle guest complaints:</p> <ul style="list-style-type: none"> <li>a) determine nature of complaint</li> <li>b) handle complaint or refer to appropriate department or manager</li> <li>c) notify source to prevent similar occurrences</li> <li>d) follow up and report complaint to immediate supervisor</li> <li>e) log complaint and action taken</li> </ul> <p><b>P</b> handle guest complaints as outlined above</p>   |

---

**C.  
GUEST  
INTERACTION**

## GUEST SERVICES ATTENDANT



### SKILL 5: ACCEPT GRATUITIES

5.1 follow etiquette for  
accepting gratuities

K outline etiquette for accepting gratuities:

- a) accept gratuity graciously and thank guest
- b) if asked what appropriate gratuity is, advise guest to use own discretion
- c) put gratuity away immediately, maintaining eye contact
- d) do not assume gratuity:
  - do not wait around after completion of service
  - do not put hand out or ask for gratuity
- e) do not discuss gratuity with others in presence of guests
- f) do not express dissatisfaction with gratuity to guests
- g) do not take another staff member's gratuity
- h) do not count gratuities in public

P follow etiquette for accepting gratuities as outlined above

---

C.  
GUEST  
INTERACTION

## SKILL 1: KNOW PROPERTY INFORMATION



- |     |   |   |
|-----|---|---|
| 1.1 | identify layout of hotel                                | <b>K</b> identify layout of hotel, including: <ul style="list-style-type: none"> <li>a) food and beverage outlets</li> <li>b) conference rooms</li> <li>c) amenities, e.g. shoe polishing machine, banking machine</li> <li>d) executive offices</li> <li>e) banquet office</li> <li>f) sales and marketing office</li> <li>g) front desk</li> <li>h) housekeeping</li> <li>i) maintenance</li> <li>j) shipping, receiving, purchasing department</li> <li>k) parking areas</li> <li>l) recreation areas</li> <li>m) shops</li> </ul> |
| 1.2 | identify personnel and responsibilities of front office | <b>K</b> identify personnel and responsibilities of front office: <ul style="list-style-type: none"> <li>a) personnel:             <ul style="list-style-type: none"> <li>• names</li> <li>• positions</li> </ul> </li> <li>b) responsibilities:             <ul style="list-style-type: none"> <li>• switchboard</li> <li>• reservations</li> <li>• cashier</li> <li>• registration</li> <li>• concierge, guest services</li> <li>• valet parking, doorman</li> </ul> </li> </ul>  |
| 1.3 | identify managers and responsibilities of departments   | <b>K</b> identify managers and responsibilities of departments: <ul style="list-style-type: none"> <li>a) managers or department heads:             <ul style="list-style-type: none"> <li>• names</li> <li>• titles</li> </ul> </li> </ul>   |

---

D.  
PRODUCT  
KNOWLEDGE



# GUEST SERVICES ATTENDANT



## SKILL 1: KNOW PROPERTY INFORMATION

### 1.3 cont'd

#### b) responsibilities:

- housekeeping department provides:
  - laundry services
  - room attendant services
  - general cleaning services
- food and beverage outlets supply food and beverage services
- sales department promotes and sells establishment and services
- accounting department:
  - processes bills and payroll
  - receives incoming monies
- shipping, receiving, purchasing department:
  - handles incoming and outgoing goods
  - orders, purchases and stores hotel supplies, e.g. food, beverage, sundry items, guest services attendant supplies
- human resources department:
  - hires staff
  - maintains employee records and benefit programs

## D. PRODUCT KNOWLEDGE

### 1.4 know house policies

#### K know house policies, regarding:

- a) release of information to media
- b) release of staff information
- c) dress restrictions
- d) conduct standards
- e) staff privileges

## SKILL 1: KNOW PROPERTY INFORMATION



1.5 identify services available to guests and general public

- K** identify services available to guests and general public:
- a) types of services:
    - food and beverage outlets
    - dry-cleaning
    - babysitting
    - tours
    - in-house promotions
    - car rentals
    - courtesy cars
    - recreation facilities
    - business services, e.g. photocopying, typing
  - b) hours of operation
  - c) extent of services
  - d) location
  - e) phone number
  - f) dress code
  - g) reservation policy
  - h) approximate cost of services

1.6 identify general property information

- K** identify general property information:
- a) mission statement (philosophy)
  - b) name of parent company
  - c) future developments
  - d) current owners
  - e) affiliated properties and locations
  - f) history:
    - number of years in operation
    - previous owners
    - local folklore

---

D.  
PRODUCT  
KNOWLEDGE



ALBERTA  
TOURISM  
EDUCATION  
COUNCIL

### SKILL 1: KNOW PROPERTY INFORMATION

1.7 identify room types

K identify room types:

- a) standard
- b) deluxe
- c) suite
- d) other, e.g. kitchenette

---

D.  
PRODUCT  
KNOWLEDGE



## SKILL 2: PROVIDE INFORMATION ABOUT SERVICES



2.1 provide information about services available outside property

**K** outline how to provide information about services available outside property:

- a) know types of services available:
  - information services:
    - yellow pages
    - local publications, e.g. brochures
    - tourism bureau
    - visitor services information
  - entertainment, e.g. theatre, night-clubs
  - restaurants
  - tours
  - shopping
  - transportation:
    - car rentals
    - bus services
    - airlines
  - recreation, e.g. running paths, tennis courts
  - attractions, e.g. museums, art galleries
  - cultural events
  - community services, e.g. library, post office
  - names of buildings in area
- b) know hours of operation
- c) be able to direct guests to services
- d) offer phone number or offer to make reservations or bookings as required
- e) make recommendations if asked

**P** provide information about services available outside property as outlined above

---

**D.  
PRODUCT  
KNOWLEDGE**

## GUEST SERVICES ATTENDANT



ALBERTA  
TOURISM  
EDUCATION  
COUNCIL

### SKILL 1: PRACTICE PERSONAL HYGIENE AND GROOMING

1.1 practice personal  
hygiene and grooming

**K** outline personal hygiene and grooming:

- a) maintain natural-looking, clean skin
- b) control body odour, e.g. use deodorant
- c) use fragrances sparingly
- d) maintain clean, controlled hair
- e) maintain proper oral hygiene
- f) ensure clean hands and fingernails
- g) ensure accessories are unobtrusive, e.g. jewellery

**P** practice personal hygiene and grooming as outlined above

1.2 maintain uniform

**K** outline how to maintain uniform:

- a) ensure uniform is clean and properly pressed
- b) ensure name tag and buttons are securely fastened
- c) ensure shoes are clean and polished

**P** maintain uniform as outlined above

1.3 describe importance of  
wearing uniform

**K** describe importance of wearing uniform:

- a) standardizes attire
- b) identifies wearer as hotel employee
- c) creates positive image

E.  
DEPARTMENTAL  
DUTIES

## SKILL 2: PERFORM OPENING AND CLOSING DUTIES



2.1 follow daily payroll procedures

**K** outline how to follow daily payroll procedures:

- a) fill in daily payroll sheet:
  - name
  - time shift begins and ends
  - signature
- b) use punch card and time clock

**P** follow daily payroll procedures as outlined above, with consideration of house policy

2.2 follow master key control procedures

**K** outline master key control procedures:

- a) sign-in and sign-out master key
- b) use master key to:
  - show rooms
  - access departments after hours
  - access storage areas

**P** follow master key control procedures as outlined above, with consideration of house policy

2.3 use log book

**K** outline how to use log book:

- a) read log book at beginning of shift to be aware of events from previous shift
- b) record requests from guests or employees
- c) record hotel occupancy

---

**E.  
DEPARTMENTAL  
DUTIES**



## GUEST SERVICES ATTENDANT



ALBERTA  
TOURISM  
EDUCATION  
COUNCIL

### SKILL 2: PERFORM OPENING AND CLOSING DUTIES

2.3 cont'd

d) record information for future shifts, for example:

- maintenance requests
- cleaning requests
- security concerns
- difficulties with guests
- guest services completed or expected
- reminders

e) ensure messages:

- include date, time, phone number, name of sender, name of receiver, subject, room number if applicable
- write legibly

P use log book as outlined above

2.4 post reader boards

K outline how to post reader boards:

- a) post functions daily
- b) receive supervisor's instruction regarding:
  - when to set up and take down postings
  - details of function:
    - location
    - time
    - name of company
- c) post functions in order using designated format and materials

P post reader boards as outlined above, with consideration of house policy

---

E.  
DEPARTMENTAL  
DUTIES



## SKILL 3: PERFORM ONGOING DEPARTMENTAL DUTIES

3.1 use hotel  
occupancy  
information

- K** outline how to use hotel occupancy information:
- a) sell property when room availability warrants, e.g. solicit walk-in business, upsell
  - b) adapt work schedule to occupancy level, e.g. clean and oil baggage cart when occupancy is low
- P** use hotel occupancy information as outlined above, with consideration of house policy

3.2 use function sheet

- K** outline how to use function sheet:
- a) identify activities and functions:
    - name of function
    - nature of function
  - b) determine details about function, for example:
    - location
    - date and time
    - number of people attending
    - services to be provided

**P** use function sheet as outlined above

3.3 show rooms

- K** outline how to show rooms:
- a) determine location of rooms to be shown
  - b) verbally describe rooms
  - c) take guests to rooms
  - d) show features of rooms
  - e) answer any questions

**P** show rooms as outlined above

---

**E.  
DEPARTMENTAL  
DUTIES**



## SKILL 3: PERFORM ONGOING DEPARTMENTAL DUTIES

3.4 keep driveway and  
walkways clear and  
clean

K outline how to keep driveway and  
walkways clear and clean:

- a) remove snow in winter
- b) sweep and spray driveway and  
walkways in summer
- c) clear driveway and walkways of  
foreign objects
- d) keep traffic moving to avoid blocking  
access

P keep driveway and walkways clear and  
clean as outlined above

3.5 provide valet parking  
service

K describe how to provide valet parking  
service:

- a) receive vehicle:
  - open door and greet guest
  - obtain name of guest
  - obtain vehicle key
  - provide guest with receipt stub
  - advise guest to secure valuables  
in trunk
  - note damage to vehicle on  
parking pass
- b) fill out parking pass:
  - guest room number
  - name of guest
  - make of vehicle
  - licence number
  - arrival and departure times of  
guest
  - stall number of parked vehicle
  - initial

E.  
DEPARTMENTAL  
DUTIES



## SKILL 3: PERFORM ONGOING DEPARTMENTAL DUTIES



3.5 cont'd

- c) park vehicle:
  - adjust seats and mirrors
  - drive safely
  - respect speed limits
  - lock vehicle
  - respect guest's property
  - readjust seats and mirrors
  - do not smoke in vehicle
- d) deliver parking pass and key to front desk
- e) when guest requests vehicle be returned:
  - identify name and stall number of vehicle
  - secure key from front desk
  - bring vehicle to lobby
  - determine if guest is checking out

**P** provide valet parking service as outlined above, with consideration of house policy

3.6 receive and deliver parcels or flowers

**K** describe how to receive and deliver parcels or flowers:

- a) pick up parcels or flowers from front desk
- b) take parcels or flowers to guest room
- c) ensure room number matches number on parcels or flowers
- d) knock on door and announce presence
- e) place parcels or flowers in room if guest is not present:
  - unwrap flowers

---

E.  
DEPARTMENTAL  
DUTIES



## SKILL 3: PERFORM ONGOING DEPARTMENTAL DUTIES

3.6 cont'd

- f) log information, record:
- name and address of receiver
  - name and address of sender
  - type of parcel, e.g. box, flowers
  - time and date of arrival or departure of guest
  - shipping service, e.g. courier, bus
  - way-bill number
  - method of billing
  - initial

P receive and deliver parcels or flowers as outlined above

3.7 post mail

K outline how to post mail:

- a) gather daily mail
- b) ensure mail is properly posted, e.g. stamped, weighed
- c) deposit mail at post office or in mail box

P post mail as outlined above, with consideration of house policy

3.8 use airport shuttle service information

K outline how to use airport shuttle service information:

- a) obtain:
  - arrival and departure schedule
  - other pick-up and drop-off locations
  - travel time
  - cost
- b) post and date information in plain view in lobby
- c) provide information to guest when asked

E.  
DEPARTMENTAL  
DUTIES

## SKILL 3: PERFORM ONGOING DEPARTMENTAL DUTIES



- |     |                      |   |  |
|-----|----------------------|---|--|
| 3.8 | cont'd               | P | use airport shuttle service information as outlined above  |
| 3.9 | perform lobby duties | K | <p>outline how to perform lobby duties:</p> <ul style="list-style-type: none"> <li>a) maintain baggage area: <ul style="list-style-type: none"> <li>• keep walkways clear</li> <li>• ensure bags are properly ticketed</li> <li>• ensure baggage is properly stored</li> <li>• keep baggage cart clean and oiled</li> </ul> </li> <li>b) carry out lobby duties: <ul style="list-style-type: none"> <li>• ensure ample supply of matches, e.g. in ashtrays</li> <li>• ensure brochure rack stocked</li> <li>• restock wood and light fireplace, as required</li> <li>• tidy lobby, e.g. empty ashtrays, dust</li> <li>• clean windows</li> </ul> </li> <li>c) report problems to respective departments</li> </ul> |
|     |                      | P | perform lobby duties as outlined above, with consideration of house policy   |

---

E.  
DEPARTMENTAL  
DUTIES





## SKILL 1: USE BAGGAGE CART

1.1 handle baggage cart

**K** outline how to handle baggage cart:

- a) check cart to ensure good condition
- b) pull four-wheeled cart; push two-wheeled cart
- c) be aware of condition of loading area, e.g. wet floor, construction
- d) secure dangling straps or loose items
- e) use designated access routes; avoid high traffic areas if possible

**P** handle baggage cart as outlined above

1.2 stack baggage on baggage cart

**K** outline how to stack baggage on baggage cart:

- a) place heavy, sturdy bags on bottom
- b) place soft bags to fill in gaps on top, e.g. garment bags
- c) exercise caution with fragile packages; advise guest to carry fragile packages, e.g. computers, bottles, if concerned with safety
- d) keep centre of balance over wheels for two-wheeled cart
- e) note condition of bags and handle accordingly, e.g. handle damaged bags with care

**P** stack baggage on baggage cart as outlined above

## F. BAGGAGE HANDLING

**SKILL 2:  
HANDLE BAGGAGE ON  
ARRIVAL AND  
DEPARTURE**



**2.1 handle baggage  
upon guest arrival**

- K** outline how to handle baggage upon guest arrival:
- a) if receiving guest outside:
    - assist in unloading vehicle
    - secure bags on baggage cart; do not leave bags unattended
    - advise guest of damage to luggage
  - b) transport guest's bags to registration area and wait until guest has registered
  - c) if room is not ready:
    - tag bags, noting on claim ticket:
      - guest's name and room number
      - number of bags
      - indicate that bags are for check-in
    - give guest claim ticket
    - store bags, grouping and placing according to house storage system, e.g. alphabetical, numerical
  - d) when room is ready, take bags to room with guest or deliver as soon as possible:
    - ensure all bags are present
    - if claim ticket issued, retrieve ticket and match numbers
  - e) document baggage handling

**2.2 handle baggage  
upon guest  
departure**

- P** handle baggage upon guest arrival as outlined above
- K** outline how to handle baggage upon guest departure:
- a) pick up baggage from guest's room:
    - follow instructions from guest or front desk
    - check that bags are ready to be taken
    - check for special disbursements

**F.  
BAGGAGE  
HANDLING**



## SKILL 2: HANDLE BAGGAGE ON ARRIVAL AND DEPARTURE

### 2.2 cont'd

### F. BAGGAGE HANDLING

- determine how guest is travelling
- determine if guest would like baggage stored for later pick-up
- note damage to baggage and advise guest
- b) take baggage to lobby
- c) load baggage into vehicle
- d) retrieve baggage held in storage:
  - request claim ticket from guest
  - compare ticket numbers with claim ticket on baggage
  - ask guest to verify that selected baggage belongs to guest
  - make note of special disbursements, e.g. frozen packages
  - remove claim tag and release baggage to guest or transport for guest
- e) handle requests for baggage storage if guest not departing immediately:
  - tag bags noting on claim ticket:
    - guest's name and room number
    - number of bags
    - when guest will return for pick-up
  - indicate bags are for check-out
  - issue claim ticket
  - store bags
- f) document baggage handling

**P** handle baggage upon guest departure as outlined above, with consideration of house policy

SKILL 3:  
ACCOMMODATE  
REQUESTS FOR  
ROOM CHANGES



3.1 accommodate  
requests for room  
changes

- K** outline how to accommodate requests for room changes:
- a) check at front desk to ensure guest is ready to move; pick up key to new room
  - b) pick up bags from guest's present room:
    - load bags on baggage cart and check room for items not normally packed, e.g. coats, boots
    - notify front desk of items housekeeping or room service will need to move to new room
    - if bags are not packed, do not touch belongings; notify front desk that baggage is not packed
  - c) deliver bags to new room
  - d) document move
  - e) return room keys to front desk
- P** accommodate requests for room changes as outlined above, with consideration of house policy

---

F.  
BAGGAGE  
HANDLING





ALBERTA  
TOURISM  
EDUCATION  
COUNCIL

## SKILL 4: HANDLE BAGGAGE PROBLEMS

### 4.1 handle missing baggage claims

### K outline how to handle missing baggage claims:

#### a) baggage missing from outside carriers:

- ask guest when bags were missed or supposed to arrive
- ask guest for baggage claim sheet; call to ask carrier when baggage is expected; ask guest how late or early delivery to room can be made
- while waiting for return of baggage, ask guest if toiletries are required and supply
- keep guest informed of situation, leave message if necessary
- document condition of baggage and time of arrival
- carry out guest's instructions regarding delivery, delivering to room or tagging and storing for later delivery

#### b) baggage missing in-house:

- get description of bags and guest's room number
- look for baggage in lobby and baggage area
- check with co-workers
- notify supervisor
- conduct search upon instructions of supervisor

### P handle missing baggage claims as outlined above

## F. BAGGAGE HANDLING

## SKILL 4: HANDLE BAGGAGE PROBLEMS



4.2 handle unclaimed baggage

**K** outline how to handle unclaimed baggage:

- a) notify supervisor or front desk
- b) store baggage in baggage area for day
- c) place baggage in lost and found if unclaimed

**P** handle unclaimed baggage as outlined above

4.3 assist with locked baggage

**K** outline how to assist with locked baggage:

- a) ensure guest is present when attempting to open locked baggage
- b) if available, have guest try opening baggage with miscellaneous keys
- c) contact maintenance to handle
- d) contact locksmith, if requested to do so

**P** assist with locked baggage as outlined above

4.4 report damaged baggage

**K** outline how to report damaged baggage:

- a) if handling baggage already damaged:
  - contact guest and inform of situation
  - offer to have repaired
  - document condition
  - advise supervisor
- b) when baggage is damaged by hotel staff:
  - explain details of incident to supervisor
  - follow up as requested

**P** report damaged baggage as outlined above

---

F.  
BAGGAGE  
HANDLING

## GUEST SERVICES ATTENDANT



### SKILL 1: BE PREPARED IN CASE OF FIRE

1.1 be prepared in case of fire

**K** outline how to be prepared in case of fire:

a) identify:

- in-house emergency phone number
- location of fire exits
- evacuation routes and waiting area
- location of fire safety equipment:
  - smoke alarms
  - alarm panel
  - sprinkler system
  - fire alarms
  - call boxes
  - fire extinguishers and hoses
  - axes

b) outline role in case of fire:

- notify front desk and/or fire department
- stand by for instructions, e.g. to initiate evacuation procedures

c) participate in fire drills

**P** be prepared in case of fire as outlined above, with consideration of house policy

---

G.  
EMERGENCY  
AND SECURITY  
PRODEDURES

## SKILL 2: ADHERE TO SAFETY GUIDELINES



2.1 adhere to safety guidelines

**K** outline safety guidelines:

- a) keep exits and traffic lanes clear of obstacles
- b) keep public areas clear of potential hazards, e.g. broken glass
- c) call security or emergency number in any dangerous situation
- d) ensure hazardous materials are properly marked and stored, e.g. flammable or poisonous materials
- e) notify maintenance of potential safety hazards, e.g. frayed electrical cords, loose flooring, inoperable alarms
- f) record incidents, dates, locations and actions taken

**P** adhere to safety guidelines as outlined above

---

G.  
EMERGENCY  
AND SECURITY  
PROCEDURES



## GUEST SERVICES ATTENDANT



### SKILL 3: CO-OPERATE WITH SECURITY DEPARTMENT

- |   |   |
|---|---|
| 3.1 co-operate with security department | <p><b>K</b> outline how to co-operate with security department:</p> <ul style="list-style-type: none"> <li>a) know in-house emergency phone number</li> <li>b) follow departmental directives for: <ul style="list-style-type: none"> <li>• crowd control</li> <li>• power failures</li> <li>• bomb threats</li> </ul> </li> <li>c) call department for: <ul style="list-style-type: none"> <li>• noise complaints</li> <li>• presence of transients or loiterers</li> <li>• vandals</li> </ul> </li> </ul> <p><b>P</b> co-operate with security department as outlined above</p> |
|---|---|

### G. EMERGENCY AND SECURITY PRODEDURES





